

Kington Foodbank Operations Procedure (including Food Safety)

Introduction

Kington Foodbank is registered with Herefordshire Council as a food provider. Any significant change in food activities being carried out on the premises will be notified to the local authority.

It is legal requirement to document what we do to keep food safe. We use the Food Standards Agency's **Safer Food, Better Business** pack to make sure that our food handling and storage practices are safe, and follow the rules and guidelines set out in it which underpin this document. While the Management Committee (Churches Together in Kington) are ultimately responsible for food safety procedures, all volunteers who interact with food are required to put these procedures into practice on a day-to-day basis.

Kington Foodbank does NOT handle food which requires refrigeration or need to be frozen.

Volunteers

Kington Foodbank could not operate without volunteers. The Management Committee (Churches Together in Kington) are committed to ensuring the wellbeing of the volunteers. This will require them to undertake some training, including:

- Basic Food Hygiene
- Manual Handling
- Introduction to Safeguarding

Volunteers are NOT to undertake any Foodbank activities alone. Always work in teams of two or more.

Volunteers must practise good hand hygiene to prevent contamination of food with bacteria and also to prevent cross-contamination with allergens. A guide to hand washing is in Appendix 1. Hands must be washed before handling food, after going to the toilet, after emptying the bins, undertaking cleaning activity or administering first aid. All open wounds must be covered with a sterile plaster/ dressing.

Volunteers must wear clean and practical clothing/ footwear. They should not attend if they are unwell especially if having suffered from a gastrointestinal infection. Volunteers must NOT have had symptoms of diarrhoea or vomiting within the last 48 hours. Coughs and sneezes spread disease and so care should be taken to avoid coming into contact with food if this is likely.

Smoking, drinking and eating are not permitted whilst undertaking activities at Foodbank.

Volunteers are entitled to have agreed costs associated with Foodbank reimbursed.

Premises

The premises from which Foodbank operates must be kept clean, tidy and pest free.

Any damage to the premises should be reported to the Management Committee who will contact the building owners to ensure repair work is undertaken. This is important because damage can cause hazards which may affect food quality (damp/ rodent access) or volunteer safety. Damaged surfaces can also be harder to clean.

All food storage areas must be kept clean and tidy to prevent food contamination. Cleaning products should not come into direct contact with stored food items and should be stored in a separate location.

Cleaning and disinfection need to be carried out in two stages:

- Clean: Use hot soapy water or a cleaning product to remove visible dirt/debris from surfaces and wipe off or rinse.
- Disinfect: Apply a disinfectant or sanitiser all over the surfaces/equipment and leave on for the required contact time before wiping or rinsing off.

A pest control policy should be in place.

Volunteers must leave the premises in a clean and tidy condition after the Foodbank session.

Food

Food donations

Food donations drop off points for Kington Foodbank include Churches within or neighbouring the Kington Benefice and the local Coop food store. The donated items are collected from drop off points by a volunteer (with appropriate car insurance) and brought to Foodbank.

On arrival the donated items are inspected for signs of damage. Any donated item which shows damage that affects the integrity of the item (i.e. liquid spillage on cereal boxes, jars with loose lids, open packaging or dented tins with evidence of leakage) are disposed of in the covered domestic waste bin.

The expiry date of the items is then recorded on the external surface in large print with a permanent marker pen. Any items which have exceeded the Use By date are disposed of. Those products with a Best Before Date can still be distributed within the following framework (taken from Food Standards Scotland):

- Tinned Food- up to 12 months (make sure no dents, rust or bulging).
- Dried Food- up to 6 months (no sign of moisture or bugs)
- Crisps and Snacks- up to 1 month
- Eggs- few days (MUST be thoroughly cooked)

The items are sorted into food types and stored so that those items having the shortest expiry are used first. Food should be stored in a secure area to limit potential contamination or theft.

Staple food items with short expiry are purchased by the Operations Team on the day of the Foodbank session. These include bread and eggs.

With the exception of fruit and vegetables which are occasionally donated, all unwrapped food must be covered.

Stock Control.

Effective stock control is an important part of Food Safety Management. It is important to have a idea of how much stock Foodbank has (for insurance purposes) and how much is used in an average month. This allows the Operations Team to manage provision effectively.

Any surplus stock which is nearing its expiry date is offered to Foodbanks within the local area who have a larger client base to reduce wastage.

Food withdrawn and recalled.

Sometimes there will be a problem with a food item that means it should not be sold. Then it might be 'withdrawn' (taken off the shelves) or 'recalled' (when customers are asked to return/destroy a product). Notification about a problem can be received from:

- the manufacturer of the product
- a supplier or wholesaler
- a notice in newspapers
- your local authority
- a trade association

When notified about a problem with a food item, the food item should be removed from storage and disposed of. Clients must also be notified of the withdraw/ recall if the manufacturer requests this.

Clients

Nominated local agencies can refer clients to Foodbank using the Kington Foodbank Referral Form (found on the website). Each referral entitles the client to 3 visits to the Foodbank using a voucher.

The Referral Form has information about the client's specific food requirements included allergies. It is important to note any allergies as these can be life threatening. Pre-packed foods will already have been packaged and labelled somewhere else and will contain allergen information. If someone asks if a pre-packed food contains a certain ingredient, show them the ingredients list and any warnings on the label. Never guess. Common food allergies include; Treenuts, Peanuts, Sesame, Soybean, Mustard, Fish, Molluscs, Crustaceans, Celery, Gluten, Sulphur Dioxide, Lupin, Eggs and Milk.

Where clients are able, they will attend the Foodbank sessions bring with them their voucher. They will be greeted by a volunteer and are asked what food items they would like. The volunteer then goes to source the items from the storage area. At this point a second check is done to ensure the integrity of the food item.

When the client is unable to attend due to transportation or disability issues, a representative may attend on their behalf- prior notification required. If this is not an option, then delivery may be arranged.

The Foodbank will offer signposting for other services in the form of information leaflets.

Client confidentiality is to be respected at all times and any information pertaining to the client will be stored in compliance with the Data Protection Policy.

Appendix 1: Hand Hygiene

WASHING HANDS EFFECTIVELY			
Step 1: Wet your hands thoroughly under warm running water and squirt liquid soap onto your palm.		Step 2: Rub your hands together palm to palm to make a lather.	
Step 3: Rub the palm of one hand along the back of the other and along the fingers. Repeat with the other hand.		Step 4: Put your palms together with fingers interlocked and rub in between each of the fingers thoroughly.	
Step 5: Rub around your thumbs on each hand and then rub the fingertips of each hand against your palms.		Step 6: Rinse off the soap with clean water and dry your hands thoroughly on a disposable towel. Turn off the tap with the towel and then throw the towel away.	